

Action in the First 60 Days

Within the first 60 days of the Executive Order the different departments have taken the following action:

- 1) Mobilized staff at HRC, DHR, CMS, and DoIT to examine challenges to the backlog;
- 2) Executed an Intergovernmental Agreement between HRC, DHR, and CMS to promote resource sharing;
- 3) Initiated procurement of shared technology platform that will provide DHR and HRC with real-time access to case information;
- 4) Defined current caseload and progression for a complete picture of the backlog;
- 5) Conducted comprehensive analysis of the way cases are processed at DHR and HRC;
- 6) Trained over one dozen employees to deploy Rapid Results techniques for continuous process improvement;
- 7) Recruited experienced attorneys to assist in reviewing and finalizing over 300 draft Commission orders for aged cases dating to 2010 and 2011;
- 8) Expedited service of Notices of No Exceptions, allowing for the final deposition of more than 100 additional cases;
- 9) Established two additional attorney positions and one additional support staff position to optimize staffing levels at the Commission commensurate with the incoming caseload. Seven contract attorney positions have been posted to assist with the backlog;
- 10) Created training materials for onboarding of new employees;
- 11) Identified knowledgeable internal staff for appointment to a Deputy General Counsel position;
- 12) Improved case assignment process to increase oversight in monitoring the backlog;
- 13) Publicly posted Commission decisions issued dating to 2015, thereby eliminating a repeat audit finding of the Commission.

Case Backlog statistics:

The outlined plan is supposed to ensure that each backlogged Request for Review is presented to the Commission and completed by issuance of written order within the next 15 months.

Below are the current backlog statistics:

- 685 Commission determined requests for review with no written order
- 1,518 requests for review awaiting scheduling to a commission panel
- 495 requests for review aged 7 years or older with no final disposition